

Lower Savannah Council of Governments/Travel Management and Coordination Center (TMCC)

Identified Transportation User Needs

These users needs represent numerous transportation stakeholder meetings, public hearings, and site visits held within the Lower Savannah region including Aiken, Allendale, Barnwell, Bamberg, Calhoun and Orangeburg Counties. The user needs identified in this table will be prioritized and expanded upon during the System Requirements and System Design phases of the Mobility Services for All Americans (MSAA) project where the overall goal is to design and implement a mobility center solution that meets the needs of all stakeholders.

ID	User Need	Stakeholder
C-1	Consumer Focused Information, Referral & Assistance available from one source as both a telephone number and a website	Consumer
C-2	Successful navigation of the phone reservation system and the ability to reach a "live" agent for assistance, when needed	Consumer
C-3	24/7/365 access to travel information for the consumer	Consumer
C-4	Translation services offered when interacting with the TMCC	Consumer
C-5	A quick and efficient way for a rider to make a travel reservation	Consumer
C-6	Advocacy on behalf of consumers needing a ride (including negotiation with transit providers)	Consumer
C-7	Receive assistance to apply for and access ADA para transit services	Consumer
C-8	Interview and screening for possible eligibility of additional human services programs	Consumer
C-9	A more responsive transportation delivery system that does not require a three to five day travel reservations in advance	Consumer
C-10	The ability to have transportation cross county lines	Consumer
C-11	Expansion of transportation service hours throughout the region.	Consumer
C-12	Door-to-door or door-through-door service and other special transportation needs more widely available	Consumer
C-13	Increased payments options for transportation services	Consumer
C-14	More shared seat availability on vehicles so the general public has access to transportation too, not just clients enrolled in specific programs or in special target groups	Consumer
TP-1	Development of the transportation provider network to bring more service options into the region and more opportunities for building business	Transportation Providers

TP-2	Leadership from the TMCC to support providers working together to meet consumer needs instead of fostering competition against each other	Transportation Providers
TP-3	Acquisition of, and assistance with, the technology needed to bring about improvements in:	Transportation Providers
TP-3.1	Data Collection	
TP-3.2	Fare Management	
TP-3.3	Eligibility Determination	
TP-3.4	Billing	
TP-3.5	Reservations & Scheduling	
TP-3.6	Trip Verification	
TP-3.7	Vehicle Tracking	
TP-3.8	Providing improved response time	
TP-4	The need for an enhanced communication system among providers, consumers, and the coordination center (TMCC)	Transportation Providers
TP-5	Coordination with out-of-county trip requests	Transportation Providers
TP-6	TMCC leadership in grant management and monitoring	Transportation Providers
TP-7	Standardize policies and procedures, to the extent possible, among various participating transportation providers	Transportation Providers
TP-8	Collective efforts to provide all participating transit providers the benefits of:	Transportation Providers
TP-8.1	Marketing	
TP-8.2	Driver Training	
TP-8.3	Fleet Maintenance	
TP-8.4	Customer Service Standards	
TP-8.5	Standardized Safety Guidelines	
TP-8.6	Regional Drug Testing Consortium	
TP-8.7	Coordinating fleet replacements and expansion to reduce capital cost	
TP-9	TMCC advocacy to attract additional transportation programs and funding streams to the region with special interest in projects which may provide:	Transportation Providers
TP-9.1	Volunteer drivers/vehicles and reimburse volunteer drivers	
TP-9.2	Personal Attendants to accompany riders who need extra assistance	
HS-1	Assistance to agency staff to find transportation options for their clients to expedite service or care provision	Human Service Agency

HS-2	Educate staff on how to assess transportation needs for their clients and how to incorporate options for transportation in their case management	Human Service Agencies
HS-3	More flexibility in eligibility determinations between/among funding streams	Human Service Agencies
HS-4	Provide a mobility manager's individual attention to difficult case scenarios	Human Service Agencies
HS-5	Assistance from ADRC information, referral and assistance staff on behalf of the unmet needs outside of transportation	Human Service Agencies
FS-1	Be provided with a transportation coordination model that is replicable in other parts of the region, state, or country	Funding Sources
FS-2	Have the TMCC provide accurate, consistent reporting data from an entire region	Funding Sources
FS-3	Function as the lead agency as designated by SCDOT for regional transportation coordination and planning efforts	Funding Sources
LG-1	Ability to have mobility assistance from the TMCC transportation providers during an emergency evacuation, if called upon by local emergency officials	Local Government